

CHAPTER 1

INTRODUCTORY MATERIAL

Help Desk

Hardware and Software Requirements

Emergency Motion Procedures for CM/ECF Cases

Help Desk

Thank you for utilizing our Electronic Case Filing system. We have established a Help Desk at each office for your convenience. **To ensure a quick response, please e-mail your questions to the appropriate Help Desk.**

Orlando

Help Desk E-mail: ecfhelp.ori@flmb.uscourts.gov

Help Desk Support Staff: Christine Baker

(407) 648-6365 ext. 6903

Melanie Lawrence

(407) 648-6365 ext. 6601

Jacksonville

Help Desk E-mail: ecfhelp.jax@flmb.uscourts.gov

Help Desk Support Staff: Michael Schumpert (904) 301-6516

Tampa / Ft. Myers

Help Desk E-mail ecfhelp.tpa@flmb.uscourts.gov

Help Desk Support Staff: Deborah Kerkes (813) 301-5318

Sara Mason (813) 301-5079

Sarah Wiener (813) 301-5319

Hardware and Software Requirements to Participate in CM/ECF

- ◆ Personal computer (Pentium class recommended) running a standard platform such as Windows 95, 98, ME, 2000, XP with at least 128 MB of RAM. Macintosh equivalents are also acceptable.
- ◆ Internet access via Cable modem, DSL (Digital Subscriber Line), ISDN (Integrated Services Digital Network) or T1 line. Standard Dial-up modem access (56 K speed) is not recommended because its connection speed from the Internet to the CM/ECF will be very slow when downloading/uploading files from the server.
- ◆ Internet Explorer (IE) 5.5 or newer (6.0) or Netscape Navigator version 4.6 or 4.7.
- ◆ Software to convert documents from a word processor format to portable document format (PDF). Adobe Acrobat PDF Writer, as well as certain word processing programs can perform this function. Acrobat Writer Version 5.0 and earlier versions, 3.X, 4.X meet the CM/ECF filing requirements. Adobe can be contacted at 1-888-724-4508. For viewing documents, not authoring them; only Adobe Acrobat Reader is needed.
- ◆ A PDF-compatible word processing program, such as WordPerfect or Microsoft Word. (Macintosh word processing software allowing PDF file conversion is also acceptable.)
- ◆ A scanner to transmit documents that are not in your word processing system. A scanner equipped with an automatic document feeder is recommended for faster scanning of multiple page documents.

Emergency Motion Procedures

CM/ECF Cases

- ◆ Local Rule 9004-2 regarding appropriate caption should be followed, as well as the requirement for an accompanying Certificate of Necessity for an Emergency Hearing.
- ◆ The filer is to contact the case manager via telephone that they have filed an emergency motion along with the required Certificate.
- ◆ If the filer receives a voice mail message when the case manager is contacted, the filer needs to follow-up with the Supervisor by telephone to ensure that immediate action is taken.
- ◆ If you fail to reach the case manager or Supervisor by telephone, please contact a member of the Help Desk.

Note: If CM/ECF is not accessible, the filing user will be allowed to fax the complete **emergency** document to the Clerk's office after 4:00 p.m. (EST). The fax should contain proof that the system is not accessible. The Clerk's office will docket the fax as an original.

Orlando Facsimile Telephone Number (407) 648-6051
Jacksonville Facsimile Telephone Number (904) 301-6544
Tampa Facsimile Telephone Number (813) 301-5112